DIS

Department of Information Systems

Arkansas. A State of Technology.

Quarterly Report to the Legislature

Advice and Recommendations to State Agencies

Period Ending September 2010

REPORT OVERVIEW

BACKGROUND

Act 751 of 2007 requires the Director of the Department of Information Systems to submit a report on a quarterly basis to the legislature regarding requests from state agencies, boards and commissions for advice regarding information technology planning, implementation, installation, rates or fees, utilization of products, services, and integration or upgrades to be added to existing technology plans.

This report is to also include corresponding recommendations made by the Department of Information Systems to the requesting state agencies, boards, and commissions.

The report is to be submitted to the Arkansas Legislative Council between regular sessions of the General Assembly, the Joint Budget Committee during a session of the General Assembly, and the Joint Committee on Advanced Communications and Information Technology regarding the status of the agency's information technology responsibilities in state government.

REPORT REQUIRMENTS

One of the requirements of this report is to inform the legislature on how any recommendation fits into the information technology plan of the agency, board, or commission.

This report is to include:

* The name of the state agency, board, or commission requesting the advice
* The name and scope of the project for which advice is being sought
* The type of advice sought
* An explanation of all recommendations provided by the Department of Information Systems
* How the recommendation fits into the information technology plan of the agency, board, or commission
* Other information as may be useful for policy making decisions by the Legislative Council, or Joint Committee on Advanced Communications and Information Technology.

REPORT DESCRIPTION

The following information is included in this report in order to meet the requirements of the acts listed above and to provide the legislature with information useful to their decision-making process and oversight of information technology in state government.

* Information regarding any advice or recommendations made by DIS to state agencies, boards and commissions for the previous quarter.
* Information regarding service providing by DIS to its customers. This information is provided through reports of the system used to track contacts to the DIS Customer Call Center, referred to as HEAT tickets. This information would include services provided to state agencies, boards and commissions not identified as advice or recommendations, as well as services provided to customers not identified as state agencies, boards or commissions.
* Information concerning key projects undertaken by DIS on behalf on individual customers, groups of customers, or the state as a whole.
* Information on the products and services provided by DIS to its customers
* Information regarding emerging issues and activities

AGENCY INFORMATION

The Department of Information Systems (DIS) operates as a cost recovery agency, serving the needs of state government and the educational community. DIS does not receive direct state general revenue funding, but charges its customers for products and services.

The primary services provided by DIS are in the area of telecommunications, information systems development and support, system hosting services, project management, and network development and support the for the state's wired and wireless network infrastructure.

DIS is organized as 10 primary divisions: Administrative, Communications, Enterprise Operations, Enterprise Systems Management, Enterprise Services, Enterprise Network Services, Customer Relationship Management, Project and Enterprise Program Management, Fiscal, and Human Resources.

DIS currently provides services to a base of 490 customers, including state agencies, boards and commissions, colleges and universities, public schools, cities and counties, and other customers.

Department of Information Systems
Quarterly Report on Advice and Recommendations
To State Agencies, Boards and Commissions

Executive Summary

The following is a summary of the advice requested and recommendations provided to state agencies, boards and commissions during the quarter ending 9/30/2010 .

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of requests for advice from Agencies, Boards and Commissions:	**4**
Total number of recommendations provided to Agencies, Boards and Commissions:	**4**

AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Department of Community Correction 0485	2
Board of Accountancy 0203	1
University of Arkansas for Medical Sciences 0150	1

CATEGORIES FOR ADVICE

Product or Service Utilization	4

Report Detail

Following is the detail relating to each agency's, board's or commission's requests for information. This section of the report is arranged by first by agency, then by type of advice sought.

Agency Name:	Board of Accountancy 0203
Type of Advice:	Product or Service Utilization
Advisor:	Curtis Eubanks
Project Name:	DIS Professional Services

Project Scope:

Introduction to Products and Services to Mr. James Corley, newly appointed Executive Director of the Arkansas Board of Accountancy.

Advice Requested:

Mr. Corley, being new to state government, asked about DIS services and how to access those services. He asked for advice on wireless devices and application hosting/web development.

Detail of Recommendation:

Mr. Corley was given an overview of DIS and the services we provide, how to access the various service points within the department and key contacts.

Agency Name:	Department of Community Correction 0485
Type of Advice:	Product or Service Utilization
Advisor:	Curtis Eubanks
Project Name:	DIS Telephone Service (Dialtone)

Project Scope:

The Department of Community Corrections, Jonesboro Office, has requested technical assistance in replacing an aging phone system that is out of maintenance.

Advice Requested:

The Department of Community Corrections requested advice on replacement of failing out dated phone equipment. The request involved presenting a quote for the replacement of phone lines and equipment.

Detail of Recommendation:

The Department of Information Systems has discussed the ATT Plexar solution for replacing the aging phone system. Quotes have been discussed and a meeting time has been established to define the database for phone instrument configuration as well as full implementation of services.

Agency Name:	Department of Community Correction 0485
Type of Advice:	Product or Service Utilization
Advisor:	Curtis Eubanks
Project Name:	DIS Telephone Service (Dialtone)

Project Scope:

The Department of Community Corrections, West Helena Office, requested information and a quote concerning the replacement of aging / failing telephone equipment out of maintenance

Advice Requested:

The Department of Community Corrections, West Helena Office, requested details concerning the replacement of existing phone system. The request involved a site visit and a collection of data for the configuration of ATT Plexar service.

Detail of Recommendation:

The DIS recommendation for this location was the use of our state contract with ATT to provide Plexar service. This service will replace the failing 'in-house' phone system that now exists. This replacement will be a cost savings to the Department of Community Corrections.

Agency Name:	University of Arkansas for Medical Sciences 0150
Type of Advice:	Product or Service Utilization
Advisor:	Curtis Eubanks
Project Name:	DIS Telephone Service (Dialtone)

Project Scope:

The UAMS, Office on Aging, Ft. Smith, requested a review of their current telephony vendor billing and asked for a quote for replacement service on the state Windstream contract. This project would replace failing phones and move existing numbers to the Windstream contract lowering their monthly billing.

Advice Requested:

UAMS, Ft. Smith requested assistance in replacing their existing telephony service.

Detail of Recommendation:

DIS account team met with the staff of the UAMS office and discussed the detains of moving to the Windstream contract, phone devices that would replace existing devices and level of service through DIS.